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Foreword

As a developer customer (engineer, contractor, land developer, or owner) involved in the development of residential or commercial property, the question arises:

“How do I get new water/sewer services?”

This guide was developed to assist in answering this question. It is intended to help both SAWS and Department, this guide outlines the following:

1. **Service Availability Letters** are optional and can be requested by the developer in order to gain a clear understanding of what SAWS infrastructure is available near the property and any impact fees that may apply.

2. **Counter Services permits (connection permits)** are typically issued for individual residential and commercial service installations, as well as short main extensions. In some cases, depending on the location, tract size and complexity of the installation; USAs may be necessary.

3. **Utility Service Agreements (USAs)** are agreements between SAWS and developer whereby the customer obtains water or sewer service for development of a specific tract or project. USAs are more typically required of larger developments based on criteria set forth by SAWS. This agreement serves as a mechanism for SAWS to gain needed infrastructure and for the customer to reserve capacity to support their development.

4. **General Construction Permits (GCPs)** are issued for projects that are usually larger and more complex by nature. They typically include USAs, large public main extensions, new subdivisions, and city platting requirements.
1. Service Availability Letter

If a developer customer would like to know what water and sewer mains are near their tract, a service availability letter may be requested. The request should include:

- Complete contact information (to include email address if available)
- A detailed map of the location (a copy of a Mapsco map page with tract boundaries clearly and accurately outlined is an acceptable option)
- The request should be submitted to SAWS via one of the following methods:

  **Email (preferred)**
  serviceavailability@saws.org

  **Mail:**
  San Antonio Water System
  Attn: Service Availability Representative
  P.O. Box 2449
  San Antonio, TX 78298

  You may deliver request to SAWS Counter Services, where you may also request maps of existing pipe locations. We are located on the 2nd floor of SAWS Headquarters, Customer Care Building, Tower 2 at 2800 U.S. Hwy 281 North (Map is available in appendix).

2. Counter Services

There are 3 key types of services provided by Counter Services, also known as Mains and Services

2.1 Impact Fee Statement (also known as a deferred permit)
(A majority of impact fee statements are requested by builders for homes with pre-installed meter boxes. However new installations for homes or businesses requiring permits typically involving impact fee statements)

2.2 Single family Residential Counter Permit
(Permits the installation of services to individual residential property; applicants typically are the home owner or their contractor)

2.3 Commercial Counter Permits
(Permits the installation of mains and services to commercial property; usually the applicants are engineers, contractors, developer, or property owner)
2.1 Impact Fee Statements

Impact fee statements are issued upon request. Payment of impact fees is required before a counter permit is issued to install new services. If services are pre-installed through a GCP for a subdivision or other project, the installation of meters will be withheld until impact fees are paid in full. For a Home builder/developer seeking services as a subdivision with a general construction permit, the process will different. All impact fee statements must be requested via email from:

csgeneral@saws.org

Statements may be withheld if we are missing the following items:
- Bexar County Subdivision Plat
- City of San Antonio or CPS Address Plat
- Field Acceptance Certificate

If missing, please email these to:
addresses@saws.org

Once impact fee statements have been paid please email System Control for the meter set at:

cs-systemcontrol@saws.org
2.2 Single Family Residential Permits

If you are a homeowner hooking up water and/or sewer for the first time, the first step is to hire a SAWS insured third party contractor. They are found on the following list:

1) http://www.saws.org/business_center/Developer/plumbers/

These contractors meet the minimum insurance requirements needed to install mains and services. They do not work directly for SAWS. It is recommended that owners call enough contractors until you find the level of cost and service desired for your new installation. As a homeowner, you will pay an impact fee to SAWS for every connection as well as independently pay the insured contractor.

Contractors must submit the Counter Service Application with customer information filled out on form shown here:

1. Water well/Customer Agreement
2. Subdivision Plat (or Certificate of Determination)
3. Address Plat (or other address verification)
4. USA, TxDot and Easement submittals (if applicable see appendix)

For single family residential projects SAWS block maps should be submitted instead of engineering plans. Block maps are available through Counter Services.

SAWS does not own or keep record of any services on private properties, once the service line is in private property and past the customer shut valve (or sewer cleanout), it is owners responsibility. Any licensed plumber can work passed the meter box inside the property subject to City of San Antonio Unified Development Code (contains the International Plumbing Code.)
2.3 Commercial Counter Permits

Commercial Counter permits are divided into two main steps:

2.3.1. Cursory Review Submittal

2.3.2. Complete Standard Counter Permit Submittal

2.3.1. Cursory review is a service offered by SAWS primarily to help developer engineers with proactive planning and early identification of potential issues related to the project. This service allows the engineer to submit by e-mail to have plans reviewed weeks to months before the intended date of the construction work. At a minimum the cursory submittal should include information about the applicant (engineer, utility contractor, general contractor, or owner) and the address. If the address is unknown at the time of the cursory review submittal, then information pinpointing the location of the property to receive service should be provided.

1. ctr-project@saws.org

2.3.2. The complete standard permit application must be turned in by a SAWS authorized contractor from SAWS list. As with residential permits, applicants for commercial permits must submit the counter service application form & further documents listed:

1. Water well/ Customer Agreement
2. 10 water and sewer plans and/or block maps.
3. Subdivision plat (or Certificate of Determination)
4. Address plat (or other address verification)
5. (If applicable, USA, TXDOT ROW, and Easement submittals)
   a. For information regarding USAs, please see section 3 and the appendix
   b. For TXDOT please see the appendix
   c. For Easement submittal please see the appendix
Engineering Drawings Minimum Submittal
(Required of commercial counter permits)

All of the following items will be required when submitting engineering drawings for standard commercial counter Permits:

1. Add and call out streets and/or nearest approximate distance to intersection
2. Meters in private property must follow SAWS easement requirements and be recorded with volume/page
3. Scale, Area/Site map, and north arrow must be included
4. All property lines must be shown
5. Trench details may be requested on any sewer mains/laterals
6. Point of entry measurement for all services
7. Legal descriptions of property
8. Front property line measurement to services
9. Measurement of main from property line
10. Real address must be shown on the title block
11. Plat number must be shown on the drawings
12. All easements must be listed by volume and page
13. All SAWS detail numbers must be displayed on the drawings
14. Blow up details must occur on any area with 2 or more connections
15. All fittings and services must be called out
16. All service lines 4 inches or larger must be DI unless approved by SAWS infrastructure engineers
17. All sewer inverts and slopes must be called out
18. Cleanouts must be placed on property borders for maintenance liability purposes.
19. All vaults must be 1 foot inside property lines. If ESMT exists then vault must be 1 foot outside the ESMT on property.
20. Water, sewer, and Recycle services measurement must come from existing public fire hydrants or property lines.
21. Sewer measurements must come from property lines or manholes.
22. No size on size taps.
23. All large domestic services may require single or double valves on water main depending on existing valves shown on water map.
24. Any service installation must comply with USR construction specifications.
25. Job #’s must be included on all SAWS owned water and sewer mains.
26. Pressure reducing valves must be included on all fixtures with 80 psi of static pressure and up.
27. All plans must comply with existing Utility Service Agreements
28. All plans must comply with the Utility Service Regulations.
3. Utility Service Agreements (USA)

There are many factors specific to each individual tract and USA request but in the simplest terms the USA process involves:

- Calculating the needs of the tract and how to properly connect SAWS infrastructure
- Drafting the USA document
- Technical Review of the USA by SAWS Infrastructure Planning.
- Review of the USA by SAWS Legal Department.
- Revision of the USA based on input from Master Planning and Legal departments.
- Issue of a Draft USA to the consulting engineer for review.
- Approval of USA by SAWS Board of Trustees, if required,
- Developer’s notarized signature of final USA.
- SAWS notarized signature/execution of the USA. Signed, executed USA filed and marked complete.

3.1 A Utility Service Agreement (USA) is required if the Tract:

1. Is over or involved with Edwards Aquifer Recharge Zone (EARZ) or Contributing Zone.
2. Is over 50 acres.
3. Is outside SAWS Certificate of Convenience and Necessity (CCN).
4. Requires SAWS financial participation in the development of infrastructure through oversizing or impact fee credits.
5. Requires over 100 Equivalent Dwelling Units.
6. Requires an off-site main extension, including approach and border of 300 linear feet or more.
7. Involves impact fee credits.
8. Involves pro-rata refund.
9. Involves phased development.
10. Involves special considerations for a USA as deemed necessary by SAWS.

3.2 Submitting a request for USA

If the tract requires a USA, then the consulting engineer shall assemble all of the items listed under “Minimum Submittal Requirements to Request a USA” as stated in Appendix A of this guide. The consulting engineer should then submit that package as a USA Request to SAWS via one of the following methods:

- Email: Frances.Martinez@saws.org
- Patrick.Etuk@saws.org
- James.Gegenheimer@saws.org
- usas@saws.org
Mail:
San Antonio Water System
Attn: USA Requests
PO BOX 2449
San Antonio, TX 78298

Visit Counter Services:
Located on the 2nd floor of SAWS Headquarters, Customer Service Building at 2800 US HWY 281 N.
(Map located in appendix)

3.3 Complete, Approve, and Review of Utility Service Agreement

After SAWS and the consulting engineer/developer reach agreement on the proposed infrastructure in the Draft USA, we will issue the Final version of the USA, in duplicate originals, to the consulting Engineer for the Developer to sign and notarize both originals. The Consulting Engineer shall then return both signed and notarized originals to SAWS for SAWS to sign, notarize, and execute the documents. This process takes approximately 10 days from the time the signed originals are received by SAWS until the USA signed/executed by SAWS.
The duplicate original of the signed, executed USA is returned to the developer.
Depending on the completeness and complexity of your original USA request, number of changes to infrastructure requirements, and whether or not Board approval is required, the processing time for a USA is usually 30 to 90 days.

For those who have tracts that require a USA and have submitted a USA Request the next step for submitting plans in order to receive a GCP, if the development exceeds 300 feet of water/sewer main extensions:
- After consulting engineer/developer and SAWS agree on the infrastructure required by SAWS, provide detailed Engineering plans to SAWS for entry review and entry into the plats and plans database.
- Include copy of the Draft USA with agreed upon infrastructure requirements with your plans.
- In addition to the agreed upon Draft USA, the plat and plans submittal package shall contain hard copies. See next page for process.
4. Plats and Plans

4.1 Submitting Minor or Major Plats

2) Minor Plat: is a 10 day review of a City of San Antonio or incorporated city plat consists of verifying = water and or sewer mains exist to serve property, if it is within SAWS service area and meets SAWS standards for approval.

3) Major Plat: is the 34 day review of a City of San Antonio or incorporated city plat that requires water and or sewer plans that are submitted by the engineers whom represent the developer. These plans typically consist of infrastructure that exceeds 300 feet of main to be extended to serve future development.

<table>
<thead>
<tr>
<th>Minor Submittals</th>
<th>Major Submittals</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SAWS Application for Review</td>
<td>• SAWS Application for Review</td>
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<tr>
<td>• CoSA Completeness Review (if City of San Antonio Plat)</td>
<td>• CoSA Completeness Review (if City of San Antonio Plat)</td>
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<tr>
<td>• EDU Calculation Sheet</td>
<td>• EDU Calculation Sheet</td>
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<tr>
<td>• Signed &amp; Sealed well letter</td>
<td>• Signed &amp; sealed well letter</td>
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<tr>
<td>• Information Bulletin 187 (Fire flow letter for Single Family Residential/if applicable)</td>
<td>• Information Bulletin 187 (Fire flow letter for single family residential/if applicable)</td>
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<tr>
<td>• Water Purveyor letter (if applicable)</td>
<td>• Water Purveyor letter (if applicable)</td>
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<tr>
<td>• Septic Letter from Bexar County (if applicable)</td>
<td>• Septic letter from Bexar County (if applicable)</td>
</tr>
<tr>
<td>• No flow letter</td>
<td>• 3 copies water plans (separated and folded)</td>
</tr>
<tr>
<td>• 5 hard copies of Plat</td>
<td>• 3 copies sewer plans (separated and folded)</td>
</tr>
<tr>
<td>• Draft or Final Utility Service Agreement (USA)</td>
<td>• 2 copies water cost estimate</td>
</tr>
<tr>
<td>• 2 CDs of Plat in PDF format</td>
<td>• 2 copies sewer cost estimate</td>
</tr>
<tr>
<td></td>
<td>• 3 copies of draft or final Utility Service Agreement (USA)</td>
</tr>
<tr>
<td></td>
<td>• 7 copies of Plat (2 extra for plans)</td>
</tr>
<tr>
<td></td>
<td>• 2 CDs of Plat in PDF format</td>
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<td></td>
<td>• 2 CDs of water plans in PDF format</td>
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<tr>
<td></td>
<td>• 2 CDs of sewer plans in PDF format</td>
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</tbody>
</table>

If you have any questions about Plats and Plans submittal requirements please contact: Danielle Villarreal in Development Engineering Services Division at 210-233-2955.

**Plats & Plans will return packages to engineer that are incomplete**

Any inquiries in regards to Category Letter requirements and submittals may be directed to Michael Barr with Aquifer Protection at 210-233-3522.
4.2 – Release of General Construction Permit (GCP)

Once the plat and plans with GCPs have been reviewed and approved by reviewer and all the necessary comments have been added; the GCP will be released to inspections to begin construction. A SAWS inspector will be assigned and in contact with the contractor chosen by the developer notated on GCP.

4.3 – Tri-lateral Contract

If water or sewer main is oversize, the project will be Tri-lateral. SAWS will enter into a Tri-lateral contract with the developer. See the San Antonio Water System Utility Service Regulations – Section 14.
APPENDIX

To aid consulting engineers in preparing USA Requests as well as in estimating Equivalent Dwelling Units (EDU’s) requirements and impact fees the following pages include:

A. Utility Service Agreement Requirements
B. Counter Services Forms
C. TX DOT UIR
D. SAWS Easement
E. Impact Fee Maps and Tables
F. Directions to SAWS HQ and Location Map

Also included is a map to SAWS Headquarter, Counter Service building, where staff can assist you with your requests.

You may also find additional information and forms in the Business Center – Developer Resources Section of the www.saws.org website.

A. A Utility Service Agreement (USA) may be required if the Tract:

11. Is over or involved with Edwards Aquifer Recharge Zone (EARZ) or Contributing Zone.
12. Is within the Camp Bullis Awareness Zone
13. Is over 50 acres
14. Involves SAWS reimbursing the developer to oversize water or wastewater facilities.
15. Is outside SAWS Certificate of Convenience and Necessity (CCN).
16. Requires over 50 Equivalent Dwelling Units.
17. Requires a main extension of 300 linear feet or more.
18. Involves impact fee credits.
19. Involves pro-rata refund
20. Involves phased development.
21. Involves special considerations for a USA as deemed necessary by SAWS.

Minimum Submittal Requirements to Request a USA:
1. Cover Sheet clearly stating “USA Request” and the Project Name
2. Engineering Report
   a. Project name: Consistent use of his name in communication with SAWS will be very important to avoid confusion and delays. Please use a project name that does not begin with numbers.
   b. Consultant Engineer’s name, address, and contact person with email address.
   c. Developer’s name, address, and contact person (who will be the signer of the USA document).
   d. Location map showing site location, with tract boundaries clearly outlined.
   e. Site map with elevation contours.
   f. Total Acreage.
   g. Projected Flow stated in Equivalent Dwelling Units (EDU’s).
   h. Statement of fire flow required (Average House < 3600 ft^2 = 1000 gpm, 3600 ft^2 = 1500 gpm, commercial = 2000 gpm).
   i. Proposed source of service (points(s) of connection, size main, slope).
   j. Total linear feet of on-site and/or off-site mains.
3. Proof of ownership such as a warranty deed, contract for purchase, or earnest money contract
4. Legal description of tract
Additional Information that May be required:
- Master Plan (existing or proposed)
- Hydraulic Model and/or Fire Flow Test (or sewer analysis in the case of wastewater).
- Number of acres & EDU’s as part of an existing water commitment and/or wastewater contract.
- Computer modeling for subdivision: where pressure is not within regulations; greater than 125 EDU’s with a single feed main; served or bounded by different service levels; or large tracts.
- Purveyor letter from other water/wastewater providers if some portion of service to the tract will be from entities other than SAWS. For example, letter from Cibolo Creek Municipal Authority (CCMA) approving treatment of flows (if in CCMA’s jurisdiction).

All subdivisions greater than 125 EDU’s
- Must have or make provisions for a dual feed system.
- If a dual system is not possible, provide engineering documentation, computer modeling, and certification for SAWS review and approval of a single feed system.

SAWS Board Approval will be required for USA’s for tracts:
- Outside SAWS’ Certificate of Convenience and Necessity (CCN).
- For which SAWS will provide oversize reimbursement.

Estimated Time to Issue USA’s Once SAWS Receives a Complete USA Submittal
- Draft USA’s issued: 30 calendar days.
- Final USA completes: 90 calendar days.
- Additional time may be required for complex areas (such as multiple service levels, existing pressure or service issues, requiring production facilities, etc.). SAWS will accept plat & plan packages once a draft USA is issued. Plat & plan approval is conditionally based on final approval of the USA.
B. Counter Services Forms

B.1 Impact Fee Statement Request Form:

San Antonio Water System
Counter Service Impact Fee Statement Request Form

Date: ____________________________  From: ____________________________

To: Counter Service

Email: cygenral@saws.org

Phone: 210-238-2009

Billing Address: ____________________________

Company: ____________________________

Phone: ____________________________

All applicable impact fees must be paid prior to requesting installation of meters.

Once fees have been paid, a "New Meter Request Form" must be submitted to cs-systemcontrol@saws.org.

Please mark the appropriate boxes:

<table>
<thead>
<tr>
<th>Water Service</th>
<th>Sewer Service</th>
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<tr>
<td>SAWS</td>
<td>Septic</td>
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<tr>
<td>DSP</td>
<td>SAWS</td>
</tr>
<tr>
<td>Other</td>
<td>SARA</td>
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<tr>
<td>Other</td>
<td>Other</td>
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Impact Fee Statement Request for the following addresses:

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<th>Address</th>
<th>BLK</th>
<th>LOT</th>
<th>Plat Number</th>
<th>Recording Date</th>
<th>Subdivision</th>
<th>Unit</th>
<th>METER SIZE</th>
<th>IRRIGATION OR DOMESTIC</th>
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</table>
B.2 Counter Service Application form:

**COUNTER SERVICE APPLICATION**
Counter Services - Infrastructure Planning - Development Engineering

**CURSORY REVIEW/ APPLICANT** *(Cursor Review Only)*
Company: 
Contact Person: 
Mailing Address: Email: 
City, State, Zip: Telephone: 

**BILLING INFORMATION (DEVELOPER/OWNER)** *(Required)*
Company: 
Contact Person: 
Mailing Address: Email: 
City, State, Zip: Telephone: 

**SAWS AUTHORIZED CONTRACTOR** *(Required for Permit Release)*
Company: 
Contact Person: 
Mailing Address: Email: 
City, State, Zip: Telephone: 

Construction Cost Estimate:
***This application will expire on the 45th day after the date the application is filed if the applicant fails to provide documents or other information necessary to comply with SAWS technical requirements relating to the form and content of this application.

**CONNECTION PERMIT - Water / Wastewater / Recycled Water Connection Permit**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>METER SIZE</th>
<th>SERVICE LINE SIZE</th>
<th>LINE ID (SAWS USE ONLY)</th>
<th>CTR (SAWS USE ONLY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DOMESTIC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>IRRIGATION</td>
<td></td>
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<tr>
<td>3</td>
<td>FIRELINE</td>
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<tr>
<td>4</td>
<td>WASTEWATER</td>
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</tbody>
</table>

FOR PERMIT PLEASE INCLUDE:
*WATERWELL/ CUSTOMER AGREEMENT
*PLAT (If Applicable)

ADDRESS VERIFICATION (Address Plot, COSA, CPS, Other Verification Entity)
UTILITY SERVICE AGREEMENT (if required, will be provided by engineer)

Commercial Only
10 Engineering Plans
10 Block Maps

Residential Only
10 Engineering Plans
10 Block Maps
B.3 Waterwell & Customer Service Agreement form (back of Counter Service Application)

WATERWELL

I. I, the undersigned, do hereby acknowledge that a water well exists on the property which I am making application for water well service.

X

A. If the well is determined to be substandard or abandoned, or if desire to abandon the well, I agree to obtain a Permit from the San Antonio Water System (SAWS) to plug said well in accordance with San Antonio City Code and SAWS Water Quality Procedures within 30 days after installation of the water service.

X

B. I do hereby submit an Application for a Variance (Form #FN009-3) to retain my water well. If approval of the variance is denied, I agree to plug the well in accordance with the San Antonio City Code and SAWS Water Quality Procedures within 30 days after installation of the water service.

X

II. I, the undersigned, do hereby certify that there is not a water well on the property for which I am making application for water service.

X

Note: Information regarding the Well Plugging and Variance procedures may be obtained by contacting the following:

Ground Water Resource Protection - 2800
U.S. Hwy 281 North - San Antonio, Texas 78212
Telephone - (210) 233-3546

CUSTOMER SERVICE AGREEMENT

I. PURPOSE: The San Antonio Water System (SAWS) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. SAWS enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before SAWS will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

II. RESTRICTIONS: The following unacceptable practices are prohibited by State regulations:

A. No direct connection between the public drinking water supply and a potential source of contamination permitted. Potential sources of contamination shall be isolated from the public water system by an air gap or appropriate backflow prevention device.

B. No cross-connection between the public drinking water supply and private water system permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air gap or a reduced pressure zone backflow prevention device.

C. No connection which allows water to be returned to the public drinking water supply is permitted.

D. No pipe or pipe fitting which contains more than 1.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.

E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

III. Service Agreement: The following are the terms of the service agreement between SAWS and

Customer PRINT

A. SAWS will maintain a copy of this agreement as long as the customer and/or the premises are connected to the SAWS water system.

B. The customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by SAWS or its designated agents prior to installing a new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after a major change to the private water distribution facilities. The inspections shall be conducted during the SAWS normal business hours.

C. SAWS shall notify the property owner in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.

D. The customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his/her premises.

E. The customer, at his expense, properly install, test, and maintain any backflow prevention device required by SAWS. Copies of all testing and maintenance records shall be provided to SAWS.

IV. Enforcement: If the customer fails to comply with the terms of this Customer Service Agreement, SAWS shall, at its option either terminate service or properly install, test, and maintain any appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

Customer SIGNATURE
A. Plat and Address Plat Examples

Below are examples of a Plat and Address Plat that are typically generated by Engineer/Surveyor of choice by a developer. These documents are important in the permitting process, both documents help pinpoint which exact property is being requested for services.
B. TXDOT – UIR – Permit

All utility installation requests for water and sewer improvements within the Texas Department of Transportation Right-of-Way must be submitted through the TX DOT Utility Installation Review (UIR) system online.

The following information is needed in order to set up a UIR user account for SAWS projects:

- First Name:
- Last Name:
- Title: (optional)
- Engineering Firm name and mailing address:
- Phone Number:
- Mobile Number: (optional)
- Fax Number: (optional)
- Email address:
- Logon ID:

Note: A system generated password will be sent to the user.

Please submit the above information to bradford.regnier@saws.org, david.garcia2@saws.org, or to timothy.ybarra@saws.org. Training and any other forms of assistance on the UIR system will be made available at the prospective user’s request.

Once UIR account is crated, the applicant can then apply for a TX DOT permit. The applicant will need to fill out the first four steps of this permit through the UIR. They will then need to submit the permit numbers to SAWS so the request/application can be reviewed, accepted and completed. The steps are listed below:

1. Request Checklist
2. Basic Information
3. Upload of design files for approval
4. Location Information
5. View Summary
6. Submit Request
7.

C. SAWS Water Easements

To get started on a SAWS water easement, the contactor/engineer will need to provide the following information to SAWS Counter Services so that we may set up a Parcel ID.

8. Name of project
9. Job Number (if applicable)
10. Type of Easement (Permanent water, etc.)
11. Easement Information (Size, dimension, area)
12. Legal Description
13. Owner of Property

Once we have this information we will submit the request to grant a parcel ID for the project. Once the parcel ID is attained, the following document will need to be submitted to the SAWS Corporate Real Estate Department.
D. Impact Fee Maps and Tables

[Map showing Water Service Area 2014-2023 with zones marked as High, Middle, and Low]

SAWS 2014 Water Service Area
Pressure Zone
- HIGH
- MIDDLE
- LOW

Final determination of the service area is dependent on the location of the connection to a specific pressure zone. The location must be approved by SAWS staff.
San Antonio Water System

Sewer Service Area
2014-2023

Final determination of the service area is dependent on the location of the connection to the sewer main. The location must be approved by SAWS staff.

Legend:
- Bexar County
- COSA ETJ
- Major Roads

Scale: 0 5 10 Miles
<table>
<thead>
<tr>
<th>Type of Development</th>
<th>Usage Calculation</th>
<th>240 GPD (ADU) per EDU</th>
<th>Sewer Impact Fee Calculation</th>
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</thead>
<tbody>
<tr>
<td>Residential - Single Family</td>
<td>number of homes x 1 = EDU</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
<td></td>
</tr>
<tr>
<td>Residences</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apartments / Duplexes</td>
<td>number of units x 1 = EDU (0.5 EDU for Master Meter only)</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
<td></td>
</tr>
<tr>
<td>Condos / Townhomes</td>
<td>number of units x 1 = EDU (0.5 EDU for Master Meter only)</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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</tr>
<tr>
<td>Mobile Homes</td>
<td>number of units x 1 = EDU (0.75 EDU for Master Meter only)</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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</tr>
<tr>
<td>Auto Paint &amp; Body</td>
<td>number of employees x 25 = GPD + number of daily customers x 5 GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Church / Sanctuary</td>
<td>number of seats x 5 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Day care (w/kitchen)</td>
<td>number of children x 20 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Day care (w/o kitchen)</td>
<td>number of children x 10 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Dental Office</td>
<td>square footage x 0.15 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Fire Station</td>
<td>number of employees x 25 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Hospital</td>
<td>number of beds x 250 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Hotel</td>
<td>number of rooms x 100 GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Laundry - (Self Laundries)</td>
<td>number of machines x 200 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<tr>
<td>Motel</td>
<td>number of rooms x 50 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Nursing Home</td>
<td>number of beds x 100 = GPD</td>
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<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
</tr>
<tr>
<td>Office / Warehouse</td>
<td>square footage x 0.035 = GPD</td>
<td>GPD / 240 = EDUs</td>
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<tr>
<td>Restaurant</td>
<td>number of seats x 20 = GPD</td>
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<tr>
<td>Restaurant - Fast Food</td>
<td>4.4 EDUs</td>
<td>--</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<tr>
<td>Retail</td>
<td>square footage x 0.07 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<tr>
<td>School - Elementary</td>
<td>number of students x 5 = GPD</td>
<td>GPD / 240 = EDUs</td>
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<td>School - Middle</td>
<td>number of students x 8 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<td>School - High</td>
<td>number of students x 10 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<td>School - Other</td>
<td>number of students x 10 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<tr>
<td>Service Stations</td>
<td>1 EDU for gas only ADD 2 EDUs for grocery &amp; takeout food ADD 15 EDUs for each car wash</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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<tr>
<td>Theatre</td>
<td>number of seats x 1.5 = GPD</td>
<td>GPD / 240 = EDUs</td>
<td>EDUs x Service Area Fee Rate = Total Impact Fees</td>
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PLEASE NOTE: Final EDU Calculation for a given tract should be based on engineering judgment. This chart is only a list of empirical averages and is offered merely as a guideline.
### WATER IMPACT FEES

<table>
<thead>
<tr>
<th>Elevat. Zone</th>
<th>Net Acres</th>
<th>Area Size</th>
<th>EDU</th>
<th>Base Impact Fee</th>
<th>System Development Impact Fee</th>
<th>Water Supply Impact Fee</th>
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<td>773,400.00</td>
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<td>2,796.00</td>
<td>4,776.00</td>
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### SANITARY SEWER IMPACT FEES

<table>
<thead>
<tr>
<th>Category</th>
<th>Collection Component</th>
<th>Treatment Component</th>
<th>Total Per EDU</th>
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<tbody>
<tr>
<td>Upper Collection</td>
<td>2,520.00</td>
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<td>Middle Collection</td>
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<td>Lower Collection</td>
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<tr>
<td>Lower Median</td>
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<td>Mediocr</td>
<td>838.00</td>
<td>1,429.00</td>
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</tr>
</tbody>
</table>
E. Directions to SAWS HQ and Location Map

Customer Center
2800 U.S HWY 281 N
San Antonio, TX 78212

Directions to SAWS Headquarters,
Customer Center Building

From northbound U.S HWY 281
- Exit at St Mary’s Street/Mulberry Ave.
- Continue on Access Road through two traffic lights, crossing St Mary’s and Mulberry.
- After crossing Mulberry, the SAWS Customer Center Building is the third office building on the right.
- Turn right into the second SAWS driveway after Alvin St.

From southbound U.S HWY 281
- Exit at Mulberry Ave/St Mary’s Street.
- Before crossing Mulberry take the turnaround under U.S HWY 281.
- Traveling northbound on the access road, the SAWS Customer Center is the third office building on the right.
- Turn right into the second SAWS driveway after Alvin St.

Parking
- Please park in front of SAWS Customer Center Building
- Security staff will be available to direct you to SAWS Counter Services, on the 2nd floor.
- We may be reached at (210)233-2009.